

Table of Contents

| | |
|-------------------------------------------|---|
| Introduction..... | 1 |
| What is a Vanpool? | 1 |
| Passenger Fares & Fare Collection | 1 |
| Driver/Coordinator Responsibilities | 2 |
| Rider Responsibilities | 3 |
| Fuel Purchase Procedures. | 4 |
| Emergency Road Service | 4 |
| Accident Reporting | 5 |
| Guaranteed Ride Home | 5 |
| Ridership | 5 |

INTRODUCTION

Welcome to Fleet Link, the State Employee Vanpool Program. Over fifteen years ago, energy conservation was a prominent topic of discussion. Today, this issue and others including environmental concerns, as related to transportation, are still being addressed.

Created in 1981, the State Employees Vanpool Program was established to help conserve energy, reduce pollution, traffic congestion, and ease parking requirements. The program began with just two vanpools and has grown over thirty vanpools commuting to and from work throughout Delaware.

Fleet Link is operated through the Office of Management and Budget, Government Support Services, Fleet Services. The program is intended to provide State employees with a shared-cost alternative to the single occupant vehicle.

WHAT IS A VANPOOL?

A vanpool operates similar to a large carpool. Four to fifteen people from the same area ride to and from work in a well-equipped, well-maintained, commuter vehicle. Quality vehicles are an important factor for attracting and maintaining riders needed for a successful vanpool.

Vanpooling can significantly reduce commuting related expenses by saving on insurance premiums, parking fees, and fuel purchases. Another benefit of vanpooling is reduced wear and tear on your vehicle. Commuters have the opportunity to relax and socialize relieving the stress of rush-hour traffic. Energy, environment, money and stress are all saved by choosing the vanpool alternative.

PASSENGER FARES AND FARE COLLECTION

Fares are determined by dividing the total monthly rental fee by the number of full-time passengers.

A Driver/Coordinator is responsible for collecting passenger fares. Fares must be paid in full by the **first day** of each month in order to guarantee a seat on the vanpool. All checks for the passenger fare should be made payable to: **Fleet Link**.

Passenger fares will be adjusted by the Driver/Coordinator based on the number of full-time riders for the upcoming month.

Passenger revenue must be deposited in full at a Citizens Bank Branch by the **fifth day** of each month. The Monthly Revenue Report Form, deposit slip and any occasional rider receipts must be submitted to Fleet Link no later than the **tenth day** of each month.

The Driver/Coordinator must report to Fleet Link any rider who has not paid their monthly fare. Any rider who is delinquent due to non-payment or returned checks will be suspended from the vanpool until payment is received.

DRIVER/COORDINATOR RESPONSIBILITIES

Driving and fueling the van are responsibilities that should be rotated throughout vanpool participants. The volunteer vanpool Driver/Coordinator must fulfill a number of responsibilities to ensure the safe and successful operation of the vanpool. They are:

- Using the van to pick-up, transport, and deliver passengers assigned to ride in the vanpool group to and from the designated pick-up point and their work locations in a regular, timely fashion.
- Collect monthly vanpool fares, in advance, in amounts established by Fleet Link and forward deposit slips and mileage reports each month to Fleet Link, 820 Silver Lake Blvd., Suite 100 Dover, DE 19904. (SLC D100).
- File accident/insurance reports with Fleet Link when accidents occur involving the van.
- Maintain a clean vehicle inside and out at all times.

- Notify Fleet Link personnel where the vehicle is housed. Any changes must be reported to Fleet Link within 2 days.
- Adjust fares based on the number of full-time riders for the upcoming month in order to ensure that assigned total operational costs are met.

RIDER RESPONSIBILITIES

Vanpool riders agree to pay the passenger fare, as set by Fleet Link, to the Driver/Coordinator by the first day of each month for the upcoming month. Passengers understand the vanpools must adhere to a strict schedule and agree to be on time and ready to leave a designated pick-up. Drivers will wait a maximum of three (3) minutes before leaving a pick-up site. Whenever possible, passengers should notify the Driver/Coordinator if they are unable to ride the van.

Passengers understand fares will be adjusted by the Driver/Coordinator as turnover occurs and/or operating costs change.

The Driver/Coordinator and Fleet Link must be notified in writing a minimum of 30 days in advance, when a rider wishes to withdraw from the vanpool. If less notice is given, and/or a replacement passenger cannot be found, the departing rider is responsible to pay for the 30 day period immediately following receipt of the written notice.

Normal vanpool inquiries should be directed to Fleet Link through the Driver/Coordinator. When this is not possible contact Fleet Link directly at 739-VANS (8267). The mailing address is 820 Silver Lake Blvd., Suite 100, Dover, DE 19904 (SLC D100).

All passengers should receive a safe, comfortable, convenient, reliable and economical commuting trip to and from work every day. Non-compliance with agreement will result in removal from the vanpool program.

In accordance with the Governor's Executive Order Number 71, **no smoking** is permitted in any State-owned vehicle. Also, Governor's Executive Order Number 7 mandates that all drivers and occupants

of State-owned vehicles shall properly wear safety belts at all times when traveling in or outside the State of Delaware.

Each vanpool will be operated under rule of the majority of the riders/drivers in that pool (consistent with Delaware laws, Executive Orders, and agency rules). The Fleet Administrator, whose decisions will be final and binding, will adjudicate any disputes or conflicts not resolved by the rider/drivers.

FUEL PURCHASE PROCEDURES

Drivers must obtain fuel from one of the 100+ Fuelman participating gas stations located throughout the State. A Fuelman card is issued to each vehicle for purchasing fuel for the daily commute to and from work.

Fuelman will only authorize regular (87) octane gasoline purchases. Pin numbers are provided for Drivers and Back-up Drivers by Fleet Services at (302) 739-2277.

Report any lost/stolen or damaged cards to Fleet Services for replacement.

EMERGENCY ROAD SERVICE

If your vehicle breaks down during regular business hours call:

- Fleet Services at 1-800-273-CARS to have the vehicle towed to a designated repair shop
- Arrange for a back-up through Fleet Services

A vehicle will be dispatched to pick-up the vanpool riders within 30 minutes.

If your vehicle breaks down after regular business hours;

- Contact Fleet Services at 1-800-613-7443

ACCIDENT REPORTING

In the event of an accident, call the police. Take down all the necessary information relative to the other motor vehicle(s) involved in the collision.

Report the accident to Fleet Link within 24 hours of the occurrence.

GUARANTEED RIDE HOME

Guaranteed Ride Home can take the worry out of vanpooling. It guarantees a full-time vanpool program participant a ride home in the event of a **legitimate emergency**.

- To be eligible, you must be a full-time Vanpool Program Participant in good standing with a current signed Driver/Rider Agreement on file.
- Guaranteed Ride Home service will be provided to an employee in the event of a legitimate emergency (e.g. employee gets sick or injured; a child gets sick or injured, etc). It is not permitted for scheduled medical appointments or scheduled overtime.
- Service should reach you with 30 minutes.

RIDERSHIP

The minimum number of riders for vanpool operation is four (4) full-time passengers. The Driver/Coordinator must maintain the minimum number of riders, however, never exceed the maximum number as related to his/her vehicle.

When a vanpool's ridership falls below the minimum of four (4) passengers, the vanpool will be put on notice that they have a period of three (3) months to restore the ridership back to the minimum of four (4). If the vanpool does not increase its ridership to the minimal level of four (4) within the three (3) month period, the vanpool will be discontinued. Vanpools are still required to submit the **total monthly fare** amount during the 90 day probationary period.

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